

**Minutes
California 9-1-1 Advisory Board
707 3rd Street
West Sacramento, CA 95605
March 21, 2007**

Members Present

Peter Bryan, Rancho Cucamonga Fire Protection District
Reginald Chappelle, California Highway Patrol
Chris R. Hinshaw, San Diego County Sheriff's Department
Lisa J. Hoffmann, Contra Costa County Sheriff's Department
Daphne Rhoe, California 9-1-1 Emergency Communications Office, DGS
Sam L. Spiegel, Folsom Police Department
Lesli J. Wilson, Orange County Fire Authority
Rob Landon substitute for Richard Doscher of Yuba City Police Department
Doug Kiner substitute for City of Mountain View Police Department

Members Absent

Edward Bonner, Placer County Sheriff's Department
Mark N. Pazin, Merced County Sheriff's Department

Others Present

Patti Bell, AT&T
Carolyn Brown, CA 9-1-1 Office
Steve Carr, Mission Consulting
Joan DeCrescenzo, CA 9-1-1 Office
Dana Earl, CA 9-1-1 Office
Alicia Fuller, CA 9-1-1 Office
Peggy Gregson, Folsom Police Department
Linda McNeill, California Highway Patrol
Karen Simpson, Verizon
Cheryl Thomas, CA 9-1-1 Office

- 1) **Call to order & Welcome & Opening remarks** – A quorum being present, Daphne Rhoe called the meeting to order at 9:00a.m. Roll was taken, and two members were absent.

Ms. Rhoe mentioned the passage of Senate Bill (SB) 1840, effective January 1, 2007. If a Board member is unable to attend a meeting, a member can designate a representative who can act on behalf of the member, with full voting rights (See SB 1840 excerpt).

Ms. Rhoe announced that Reginald Chappelle, would replace Sal Segura as the member representing California Highway Patrol (CHP).

- 2) **Approval of Minutes of December 13, 2006 Meeting** - Chief Peter Bryan moved to approve the minutes. The minutes were unanimously approved. Ms.

Rhoe asked if there were any changes to the agenda. Sam Spiegel requested that ECHO 9-1-1 be added to the agenda. Handouts of ECHO 9-1-1 were provided to members present.

- 3) **Committee Activity** – permanent and ad hoc committees were established, comprised of CA 9-1-1 Advisory Board (the Board) members specified as follows:
- **Technical and Operational Standards and Review** - Ms. Hoffmann, Ms. Wilson, Mr. Yarborough and Mr. Hinshaw
 - **Training Standards & Review** – Chief Chappelle, Ms. Hoffmann and Ms. Wilson
 - **Adhoc Committee On Long Range Planning Needs** - Mr. Hinshaw, Chief Bryan, Sheriff Bonner

4) **Unfinished Business**

- **Periodic Reports –**

- a) State of California 9-1-1 Strategic Plan Effort

Mr. Hinshaw distributed a handout, which he prepared in regards to the California 9-1-1 Strategic Plan. The intent of this document is to have members start thinking about goals for long range planning for 9-1-1 in California. It was suggested that the Board could assist with the update of the existing Strategic Plan by looking at outside professional consulting assistance to develop a Request for Proposal (RFP).

Ms. Rhoe indicated that the 9-1-1 Office would welcome input from the Board regarding the 9-1-1 strategic plan effort. Mr. Hinshaw mentioned that DGS Procurement could assist in developing a RFP. Chief Bryan suggested that a conference call be set-up in the next 30 days for further discussion.

- b) 9-1-1 Network Outage Report 2006

In regards to the Outage Report, a column will be added to indicate the number of calls. On future reports the number of lost 9-1-1 calls will be noted.

Ms. Rhoe asked if there were any comments or questions regarding the outage report, going back to the criteria set for items to appear on the report. A reportable network outage is one in which the 9-1-1 call can not get to the public safety answering point (PSAP), either from the caller's side or the network side; that is, if the PSAP is not able to receive 9-1-1 calls and process them.

Ms. Hoffmann stated that there is a severe copper shortage. Some agencies are having a lot of fiber cables interrupted, because people think that there is copper in them. Copper is being distributed and sold

for monetary gain. Ms. Hoffmann posed the question if it would be worth making a recommendation to some other group that would look at legislation to make it a felony and impose a long-term sentence for disruption of the Public Safety infrastructure. Chief Spiegel indicated there is some legislation already in place.

The Board agreed that an information letter from the Board to the Attorney General's Office and District Attorney Association be sent in regards to cable cutting. It would be beneficial to go to both. All Board members agreed.

Patti Bell of AT&T stated that outage information is gathered on the network side, not the PSAP side.

- Voice over Internet Protocol (VoIP) - Ms. Hoffmann and Ms. Wilson expressed interest in receiving the weekly report and being added to the VoIP mailing list.
- **VoIP Standards for MSAG Validation**
Ms. Hoffman asked if there were any updates on MSAG Validation. TCS already does MSAG Validation. Intrado does not have the capability. Last spring, they were moving in this direction. Ms. Hoffman asked if the Department of General Services (DGS) is working with others toward that goal. Ms. Rhoe indicated that they are and at this point there is no new status. Ms. Rhoe will follow up on the status of this project.
- **Source of Funding for CHP Dispatchers – Chiefs Sam Spiegel/Reggie Chappelle**
Chief Spiegel had nothing to report.

Chief Chappelle reported that CHP is receiving funds from a source set up to pay for dispatch positions. The Motor Vehicle Account is a source of funding as defined in California Vehicle Code 9250.10. If local government agencies have programs in their county, each registered vehicle may be charged \$1 to pay for that program. The call box program, by statute, has to be 100 percent funded by the collection of the \$1 fee at the county level. The CHP, Department of Motor vehicles, and the Department of Transportation, who all have a role in the program, are prohibited from funding any source of the recurring expenses. Positions at the CHP that answer traffic from call boxes are required by statute to be supported by county funds. Because of the increasing use of cellular telephones, the need for call boxes is diminishing. Consequently, funding is diminishing as well as counties move to privatize this function.

Ms. Hoffmann commented that it was her impression that the CHP receives funding for staff. Monies are going to positions that answer call box traffic. Ms. Rhoe clarified that the CHP receives reimbursement based on the percentage of wireless 9-1-1 call traffic that is transferred to other agencies. They also receive funding for replacing or upgrading their 9-1-1 equipment.

- **TTY Transfer Capability for Language Interpretation Services**

Ms. Hoffmann indicated that any TTY call to the PSAP automatically initiates the TTY-simulated software on the workstation. The call taker will see that the caller is typing a foreign language and will, hopefully, have a “canned” response in that language (assuming they recognize the language) that advises the caller to hold on while an interpreter is conferenced in on the call. The call taker then would do a one-button transfer to a dedicated line at the foreign language interpretation service that has been established to handle TTY calls. So the foreign language interpretation service would need a separate line to handle TTY calls. The foreign language interpreter then translates via the keyboard from and to the foreign language to English, but it is a cumbersome process. The conversation can be expedited if the call taker and the foreign language interpreter are able to make a voice connection as well; this would need to be done on a separate line. If the call taker finds out the caller must be transferred to another PSAP, like a fire department, the connection will have to be dropped to free up the lines, since the software of this equipment has a limitation of three parties on a conference. The PSAP that then receives the call will have to reconnect with the foreign language interpreter.

Ms. Hoffmann indicated that the Department of Justice issued standardization legislation that indicates that everyone is responsible and required to provide service to non-hearing or non-speaking clients. Ms. Hoffmann will email Ms. Rhoe a copy of this legislation.

Patti Bell of AT&T offered that if the PSAP is not satisfied with the equipment, there are special character sets the PSAP can purchase.

- **9-1-1 Office Staffing Levels**

Ms. Rhoe received three additional positions, as of July 2006.

Ms. Rhoe indicated that until newly added staff is completely trained, it would be difficult to quantify the need for additional staff.

Ms. Rhoe sent a letter to Sheriffs, Police Chiefs, and Fire Chiefs in regards to the use of 7/10 digit emergency numbers. Chief Bryan did not receive a copy and asked if he might get a copy of what was sent.

5) 9-1-1 System Outages - Update

- **2006 Outage Report Summary – Daphne Rhoe**
Everyone will receive on a quarterly basis.
- **Outage Notification/Escalation Process-Daphne Rhoe**
No handout was available. Ms. Rhoe is finalizing escalating notification process internally. Ms. Rhoe has met with the Office of Emergency Services (OES) back in January to establish a process that includes the OES warning center.

Ms. Rhoe was instructed to add overview of roles and responsibilities of the 9-1-1 Office, OES, and DGS as a whole.

- **Draft Criteria for PSAP Notification/Escalation – Chris Hinshaw**
Mr. Hinshaw was asked to come up with a notification process for PSAPS when there are 9-1-1 outages that was timely and uses existing capabilities. Mr. Hinshaw explained that primary PSAPs, for the most part, are law enforcement agencies that develop a proposal process and communicate with the Department of Justice, which controls the California Law Enforcement Telecommunications System. All are fine with the concept communication OES, warning control system they may be a concern with the California Highway Patrol.

6) County Coordinators Task Force

- **Working Group (Lesli Wilson & Lisa Hoffmann)**
Nothing to Report

7) Senate Bill 1024 – Emergency Telephone Users Surcharge Act-

SB 1024 is sponsored by the Department of General Services, State 9-1-1 Office as a result of a change in the Internal Revenue Services bulletin. The definition of certain terms actually changed and affected the Revenue and Taxation Code, which gives the State the authority to collect the 9-1-1 surcharge. Because of that impact, clean up language was needed for the Revenue and Taxation Code. In addition to the IRS clarification of terminology or definition, the DGS is using this opportunity to include Voice over Internet Protocol (VoIP), and any other technology that has the capability of dialing 9-1-1.

The first legislative committee hearing will be on April 10th in the Senate Energy, Utilities and Communication Committee.

Ms. Rhoe proposed that the Board consider sending a letter of support to Senator Kehoe and each member of the Senate Energy, Utilities, and Communication Committee. This is a critical piece of legislation. Chief Bryan motioned to send a letter in support from the Board. All of the

Board members are in favor. Ms. Rhoe will draft a letter and send it to the Board for review.

Because this bill has an urgency clause, as soon as the Governor signs it, it will become effective immediately.

8) New Business –

- a. ECHO 9-1-1- See Attachment- The Board members expressed concerns over the impact this service may have on PSAP operations.
- b. Term of Office-Appeals Process – Per the Governor's Appointment Office, each member of the Board serves at the pleasure of the Governor until replaced. If a Board member chooses not to serve any longer, that member should submit another name.
- c. By-Laws Appeals Process – To submit an appeal the appellant would need to visit the DGS CA 9-1-1 web site, click on the link and prepare and send an email to the address. It will go to an in-box. It will then be scheduled for a hearing. The 9-1-1 Advisory Board will meet within 30 days of the presentation of the formal appeal to consider the basis and facts of the appeal. At this appeal hearing both the appellant and the California 9-1-1 Emergency Communications Office will present their case to the 9-1-1 Advisory Board.

9) Announcements

- CalNENA quarterly meeting will be held on April 26, 2007 in Sacramento, CA.
- Bay Area Wireless Meeting – All Bay Area PSAPS were invited. The CA 9-1-1 office will give a background history of Wireless E9-1-1 at this meeting. The CHP will give a presentation on their involvement with Wireless E9-1-1. The purpose of this meeting is to encourage Bay Area PSAPS to take their wireless 9-1-1 calls directly.

10) Public Comments - None

11) Next Meeting Date and Time - The next regular Board meeting is scheduled for Wednesday, June 6, 2007 from 9:00 a.m. – 12:00 p.m. in Sacramento at the Ziggurat Building Executive Dining Room, 1st Floor

12) ADJOURNMENT – The meeting adjourned at 12:30 p.m.

Handouts

Agenda

Minutes – December 13, 2006 Meeting

9-1-1 Network Outage Report for 2006

State of CA 9-1-1 Strategic Plan Effort

CA Wireless E9-11- Project Meeting/Agenda Notes

9-1-1 County Coordinators-Questions for the State/ 9-1-1 Coordinator

Senate Bill 1024

ECHO 911
SB 1840 excerpt